Bell Aliant

Avaya 1140E
IP Deskphone with SIP Software
Install Guide

Contents

Welcome 4
Basic features 4
IP Deskphone controls 6
Avaya 1140E IP Deskphone display 12
Context-sensitive soft keys 13
Idle display screen after dial pad input 19
In-call context-sensitive soft keys 21
Using your IP Deskphone 31
Before you begin 31
Connecting the components 32
Removing the stand cover 34
Connecting the handset 35
Connecting the headset (optional) 36
Selecting the headset tuning parameter 36
Connecting the LAN ethernet cable 37
Installing additional cables 38
Wall-mounting the IP Deskphone (optional) 38
Entering text 40
Enteringtext using the IP Deskphone dialpad 41
Enabling and disabling the # Ends Dialing feature 43
Configuring the dialpad to alphanumeric dialing 44
Enteringtext using the USB keyboard 45
Accessing the IP Deskphone 47
Logging on 47
Automatic login 48
Selecting a language 48
Logging on to your Avaya 1140E IP Deskphone 49

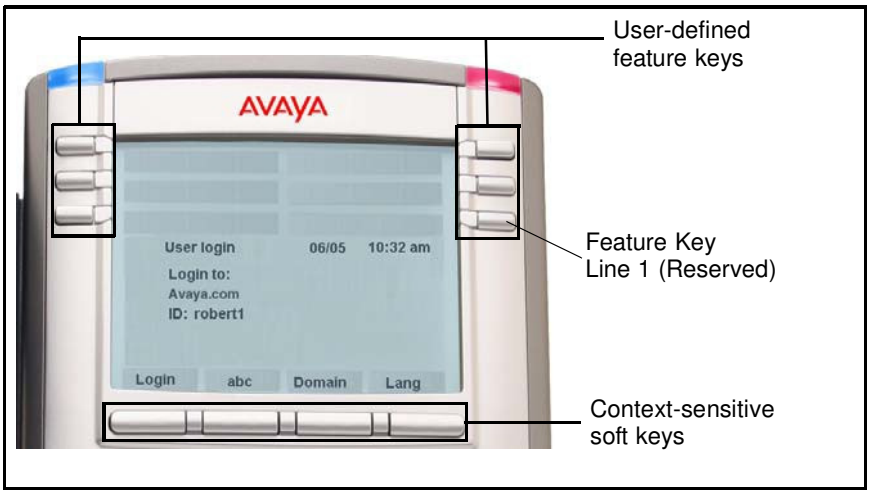
Configuring the duration of the login 52
User Profile 53
Logging off from the IP Deskphone 54
Configuring the Avaya 1140E IP Deskphone 55
Adjusting the display screen contrast 55
Creating the idle screentext display 57
Configuring the Backlight 58
Configuring Menu Auto back-out 59
Selecting a ring pattern 61
Adjusting the volume 62
Adjusting the ring volume 63
Adjusting the volume of the Handset, headset, and Handsfree mode .. 64
Selecting a language 67
Selecting the date and time format 68

Welcome

Your Avaya 1140E IP Deskphone brings voice and data to your desktop. The IP Deskphone connects directly to a Local Area Network (LAN) through an Ethernet connection. The SIP IP Deskphone communicates using Session Initiated Protocol (SIP) after the firmware (FW) is upgraded to a SIP-enabled version.

In this guide, user-defined feature key labels appear beside the keys and context-sensitive soft keys labels appear directly above the keys. Figure 1 shows the user-defined feature keys and context-sensitive soft keys.

Figure 1: User-defined feature keys and context-sensitive soft keys



Basic features

Your Avaya 1140E IP Deskphone supports the following features:

- six user-defined feature keys with labels and indicators

  Note: The IP Deskphone designates Key 1 as Feature Key 1 and reserves it as the line key for the IP Deskphone.

- four context-sensitive soft keys

- graphical, high-resolution LCD display, backlit, with adjustable contrast
- high-quality speaker IP Deskphone
- volume control keys for adjusting the ringer, speaker, handset, and headset volume
- six specialized feature keys:
  - Quit
  - Directory
  - Inbox
  - Outbox
  - Services
  - Copy
- six call-processing fixed keys:
  - Mute
  - Hands free
  - Goodbye
  - Instant Message Log
  - Headset
  - Hold
- gigabit Ethernet ports
- built-in gigabit Ethernet switch for shared PC access
- headset jack with an On/Off key
- USB port to support a keyboard or mouse

  Note: Powered downstream 1.1-compliant USB hubs are supported, including USB 2.0 hubs, if they offer USB 1.1 backwards compliancy.

- automatic Dynamic Host Configuration Protocol (DHCP) network configuration
- hearing aid compatibility
- Wireless headset support using Bluetooth® wireless technology, compatible up to Bluetooth 2.1

Note: Backward compatible for Bluetooth 1.2 headsets. Simple Secure Pairing is supported with Bluetooth 2.1 compliant headsets.

- intercom/paging support
- secure digits when accessing voice mail during a call
- logging off the IP Deskphone without entering a password
- dialing a call from the Inbox
- the capacity to attach up to three Expansion Modules for IP Deskphones 1100 Series, adding up to 54 programmable feature keys

IP Deskphone controls

Figure 2 shows the Avaya 1140E IP Deskphone.

Figure 2: Avaya 1140E IP Deskphone

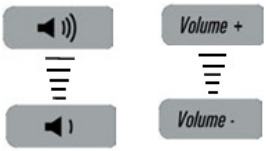
This section describes the controls on your IP Deskphone. Your IP Deskphone can have fixed keys with icons or with labels. This document presents both versions of the fixed key.

The keys on either side of the LCD display area are User-defined feature keys, with labels on the LCD. The system administrator can reserve some keys for specific functions during tasks and for advanced configuration.

You can define these keys for specific functions, such as Call Forward.

Note: The key on the lower right is reserved as your default line key.

Context-sensitive soft keys are located below the display area. The LCD label above each key changes based on the active feature.



Use the Volume control buttons to adjust the volume of the ringer, handset, headset, speaker, and the Handsfree feature. Press the top button to increase the volume, and press the bottom button to decrease the volume.

Press the Mute key to listen to the call without transmitting. Press the Mute key again to return to two-way conversation. The Mute key applies to handsfree, handset, and headset microphones.

Note: When you enable mute, a red LED on the Mute key remains lit.

Press the Handsfree key to activate the built-in speaker and microphone of the IP Deskphone.

Note: The Handsfree LED indicator on the Handsfree key lights to indicate when handsfree is active.

Use the Navigation Key Cluster to scroll through menus and lists that appear on the LCD display screen or for text entry. The outer part of this key cluster rocks for up, down, left, and right movements. For more information, see "Navigation keys" on page 40.

Use the Enter key, at the center of the Navigation Key Cluster, to select menu items or to confirm changes.

Note: The Enter key has the same function as the context-sensitive soft keys Select and Set.

Press the Goodbye/Release key to terminate an active call. When multiple calls are active, press the Goodbye/Release key to end the highlighted call

Use the Goodbye/Release to close menu navigation or cancel user tasks.

Press the Expand key to access the Instant Messaging Log.

.

Press the Headset key to answer a call using the headset or to switch a call from the handset or handsfree to the headset.

Note: The Headset LED indicator on the Headset key lights to indicate that the headset is in use.

Press the Hold key to put an active call on hold. Press the Hold fixed key to return to a call on hold.

You can have several calls in a hold state.

Use the Dialpad to enter numbers and text. To navigate to an item in a menu, press the corresponding number on the dialpad to activate the item or continue navigate the list of items.

When you receive a voice message, the red Visual Alerter/Message Waiting Indicator lights. Also, when the ringer sounds, this indicator flashes.

When you receive an instant message (IM), the blue Visual Alerter/Feature Status Indicator lights.

Press the Copy key to copy contact information from one source such as the Address Book to a destination such as a feature key.

Press the Services key to access the following features:

1. Search—search in the local directory (personal Address Book) and the global directory (network Address Book for names and telephone numbers)

2. Login—log in to your IP Deskphone only when the call server supports multiple user logins.

3. Logout—log out of your IP Deskphone.

4. Check For Updates—check for the latest software update for the IP Deskphone.Retrieve Parked Call (This feature is not available on all call servers.)

5. Reset Phone—reset your IP Deskphone.

6. File Manager—manage the IP Deskphone file system and USB Devices attached to the IP Deskphone.

7. Logging System—enable or disable the logging process.

8. Phone Information—view information about the hardware and software on your IP Deskphone, including user and location information.

Press the Services key twice quickly to access the Network menu

Press the Quit key to cancel the current operation or to exit the menu.

Note: Pressing the Quit key does not affect the status of active calls.

Press the Inbox key to access your call inbox.

The call inbox stores all incoming calls on an active IP Deskphone.

Note: This key does not function to send Instant Messages.

Press the Outbox key to view a record of all outgoing calls.

Note: This key does not function as a shift key.

Press the Directory key to access the Address Book and the Friends list.

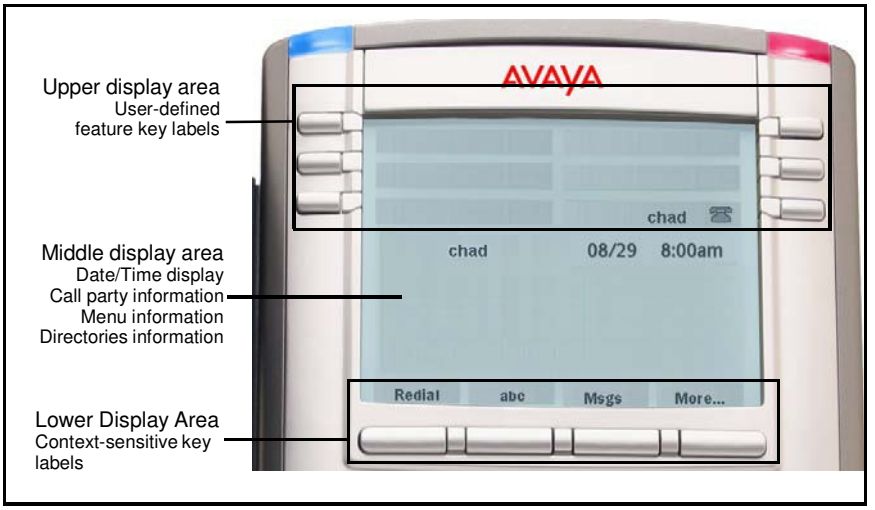
Note: You can access the Address Book while on a call and start a new call with a highlighted contact.

Avaya 1140E IP Deskphone display

Your IP Deskphone has three display areas:

- The upper display area provides line and feature key status.
- The middle display area contains single-line information for items such as caller number, caller name, menu items, feature prompt strings, user-entered digits, date and time information, and phone information.
- The lower display area provides context-sensitive soft key label information.

Figure 3: IP Deskphone LCD screen



Context-sensitive soft keys

Your IP Deskphone has four context-sensitive soft keys beneath the LCD screen. The context-sensitive soft keys access different features and menus depending on the state of the IP Deskphone and the menu you access.

Figure 4 shows the context-sensitive soft keys while the IP Deskphone is in the idle state.

Figure 4: Context-sensitive soft keys when the IP Deskphone is in the idle state

Table 1 lists the context-sensitive soft keys that you can use to access menu items.

Table 1: Menu items accessed through context-sensitive soft keys (Part 1 of 7)

Item	Function
Redial or NewCall	Press the Redial context-sensitive soft key to redial the last dialed number. If there is no stored redial number, the NewCall context-sensitive soft key appears and has the same effect as pressing the primary user line key (dial prompt).
abc or 123	Press the abc context-sensitive soft key to toggle between alpha and numeric input modes. • To type letters, the abc context-sensitive soft key must be displayed. • To type numbers, press the abc context-sensitive soft key to display the 123 context-sensitive soft key on the menu list.
Msgs	Press the Msgs context-sensitive soft key to access the following features: 1. Voice Mail—use to call your Voice Mail number. 2. Instant Messaging—use to access the Instant Messaging Inbox/Outbox. 3. Missed Call Notification—use to access your Missed Call details.

Table 1: Menu items accessed through context-sensitive soft keys (Part 2 of 6)

Item	Function
More…	Press the More… context-sensitive soft key to select a new menu list of context-sensitive soft keys (three menu lists are available). When you press the More… context-sensitive soft key, a different selection of context-sensitive soft keys appears. • If you press the More… context-sensitive soft key once from the first menu list, you access the following context-sensitive soft keys: [CallFwd] [DND] [Retrve] [More…] • If you press the More… context-sensitive soft key from the first menu list twice, you access the following context-sensitive soft keys: [ScrnSvr] [Presnce] [Prefs] [More…] • If you press the More… context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context-sensitive soft keys. [Redial] [abc] [Msgs] [More…]
When you press the More… context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.	

Table 1: Menu items accessed through context-sensitive soft keys (Part 3 of 6)

Item	Function
CallFwd	Press the CallFwd context-sensitive soft key to forward all calls to a specified address.
DND	Press the DND context-sensitive soft key to block all calls.
Retrve	Press the Retrve context-sensitive soft key to retrieve parked calls (local and server calls only).
More…	Press the More… context-sensitive soft key to select a new menu list of context-sensitive soft keys. The next available menu list contains the following context-sensitive soft keys: [ScrnSvr] [Presnce] [Prefs] [More…]
When you press the More… context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.	
ScrnSvr	Press the ScrnSvr context-sensitive soft key to activate the screensaver (only if the screensaver feature is enabled).

Table 1: Menu items accessed through context-sensitive soft keys (Part 4 of 6)

Item	Function
Presnce	Press the Presnce context-sensitive soft key to configure the presence status for your IP Deskphone.
Prefs	Press the Prefs context-sensitive soft key to display the Preferences menu. The menu items include the following: 1. Display—use to adjust the display settings of the LCD screen. 2. Audio—use to adjust tones and volume settings, access the Codecs menu to configure a USB headset. 3. Feature Options—use to configure the following: — Feature keys — Call Decline Reasons — Call Ignore Action — Call Subjects — Call Fwd Notification — Answer Mode Settings appear when the Auto Answer Mode is enabled on the IP Deskphone.

Table 1: Menu items accessed through context-sensitive soft keys (Part 5 of 6)

Item	Function
Prefs	4. Language—use to change the interface language. 5. Misc Options—use to access the following options: — Alpha Dialing — Search Method — Incoming Privacy — Outgoing Privacy — # Ends Dialing — Hold Mode: Private — Time 6. Network—use to access the following: — Server Settings — Device Settings — Diagnostics — Disable screensaver — Licensing — Lock 7. USB Locks—use to lock or unlock the following USB devices: — USB Mouse — USB Keyboard — USB Headset — USB flash drive

Table 1: Menu items accessed through context-sensitive soft keys (Part 6 of 6)

Item	Function
Prefs	8. User Settings - use to modify the following: — Call Settings — IM Settings — Voice Mail Settings — Change Location
More…	Press the More... context-sensitive soft key to return to the first menu list of context-sensitive soft keys. The next available menu list contains the following context-sensitive soft keys: [Redial] [abc] [Msgs] [More...]

Idle display screen after dial pad input

After you enter information using the dial pad (there is no dial tone or preceding line selection), the context-sensitive soft keys displayed on the idle screen appear.

Figure 5: Idle display screen after dial pad input

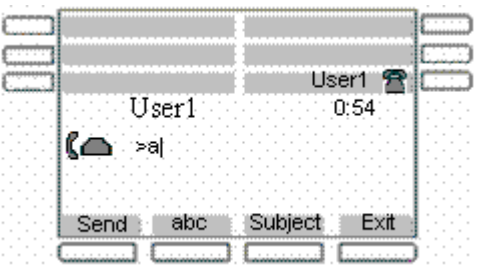
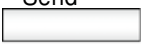


Table 2 lists the context-sensitive soft keys that you can use to access menu items after dial pad input.

Table 2: Menu items accessed after dial pad input through context-sensitive soft keys

Item	Function
Send 	Press the Send context-sensitive soft key to dial out the user input using the primary login of the IP Deskphone. User input is run against the dialing plan.
abc or 123	Press the abc or 123 context-sensitive soft key to toggle between alpha and numeric input mode.
Subject	Press the Subject context-sensitive soft key to configure a subject line to your outgoing call before pressing the Send context-sensitive soft key.
Exit	Press the Exit context-sensitive soft key to clear the user input and return to the initial idle screen that displays the following context-sensitive soft keys: [Redial] [abc] [Msgs] [More...].

In-call context-sensitive soft keys

When a call is active, use the context-sensitive soft keys to access the menu items shown in Figure 6.

Figure 6: In-call context-sensitive soft keys

Table 3 lists the context-sensitive soft keys you can use to access menu items during an in-call session.

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 1 of 10)

Item	Function
Conf	Press the Conf context-sensitive soft key to obtain a dial tone to place another call during an active call or to make a conference call. The Conf context-sensitive soft key behaves like the NewCall context-sensitive soft key.
Trnsfer	Press the Trnsfer context-sensitive soft key to transfer the current call to another location or to another contact.

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 2 of 10)

Item	Function
Audio	Press the Audio context-sensitive soft key to access the following features: Tones • Ring Pattern — Select test patterns from 1 to 8 • Alerting Volume — Set Desired volume

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 3 of 10)

Item	Function
Audio	Voice • Set the volume for the following: — Handset Volume — Headset Volume — Handsfree Volume Codecs Select the Audio Codecs: • G722 (wideband codec) • PCMU (standard u-law) • G729 (729 codec) • PCMA (standard a-law) Headset Selection Select the active headset device: • Wired, USB (if wired, then select type 1, 2 or 3) • Enable HID Commands (enable or disable) • MHA Headset Type: • MHA Back Light (enable or disable)

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 4 of 10)

Item	Function
	Bluetooth Setup • Enable Bluetooth (enable or disable) • To unpair Device select UnPair. If Bluetooth is enabled, select: • Search devices (IP Deskphone searches the bluetooth devices and lists the discovered devices in the Found field. • To set an Active device select Set. • To pair with a found device select Pair. • To unpair Device select UnPair. Note: You can change the audio settings to improve audio quality based on the available band width. If the Internet bandwidth is low, you can improve the audio quality by changing the audio setting to low. • Monitor Audio Quality—used to view details about the audio quality of an active call. OR

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 5 of 10)

Item	Function
Activate	The Activate context-sensitive soft key appears when the call is not active. The most common usage of this key is when the call displayed onscreen is a call that was parked against the user (or a call that the user placed on hold). Note: The Activate context-sensitive soft key never appears at the same time as the Audio context-sensitive soft key.
More…	Press the More… context-sensitive soft key to select a new menu list of context-sensitive soft keys (three menu lists are available). When you press the More… context-sensitive soft key, a different selection of context-sensitive soft keys appears.

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 6 of 10)

Item	Function
More…	• If you press the More… context-sensitive soft key once from the first menu list, you access the following context- sensitive soft keys: [NewCall] [Park] [Retrve] [More….] • If you press the More… context-sensitive soft key from the first menu list twice, you access the following context- sensitive soft keys: [Prefs] [ ] [ ] [More… • If you press the More… context-sensitive soft key from the first menu list three times, you return to the first menu list with the following context- sensitive soft keys. [Conf] [Trnsfer] [Audio] [More…
When you press the More… context-sensitive soft key for the first time, the following context-sensitive soft keys appear on the menu list.	
NewCall	Press the NewCall context- sensitive soft key to obtain a dial tone to place another call during an active call or to a make a conference call. The NewCall context-sensitive soft key behaves like the Conf context-sensitive soft key.

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 7 of 10)

Item	Function
Park	Press the Park context-sensitive soft key to park the current call to the server or another user (not available for all call servers).
Retrve	Press the Retrve context-sensitive soft key to retrieve parked calls (local and server parked calls only).
More…	Press the More… context-sensitive soft key to select a new menu list of context-sensitive soft keys. The next available menu list contains the following context-sensitive soft keys: [Prefs] [ ] [ ] [More…]
When you press the More… context-sensitive soft key for the second time, the following context-sensitive soft keys appear on the menu list.	
Prefs	Press the Prefs context-sensitive soft key to display the Preferences menu. The menu items include the following: 1. Display—use to adjust the display settings of the LCD screen.

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 8 of 10)

Item	Function
Prefs	2. Audio—use to adjust tones and volume settings, to configure a USB headset, and to access the Bluetooth wireless technology setup. 3. Feature Options—use to configure the following: — Feature keys — Call Decline Reasons — Call Ignore Action — Call Subjects — Call Fwd Notification — Answer Mode Settings appear when the Auto Answer Mode is enabled on the IP Deskphone. 4. Language—use to change the interface language. 5. Misc Options—use to access the following options: — Alpha Dialing — Search Method — Incoming Privacy — Outgoing Privacy — # Ends Dialing — Hold Mode: Private — Time

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 9 of 10)

Item	Function
Prefs	6. Network—use to access the following: — Server Settings — Device Settings — Diagnostics — Disable screensaver — Licensing — Lock 7. USB Locks—use to lock or unlock the following USB devices: — USB Mouse — USB Keyboard — USB Headset — USB flash drive 8. User Settings—use to modify the following: — Call Settings — IM Settings — Voice Mail Settings — Change Location

Table 3: Menu items accessed during an in-call session through context-sensitive soft keys (Part 10 of 10)

Item	Function
More…	Press the More… context-sensitive soft key to return to the first menu list of context-sensitive soft keys. The next available menu list contains the following context-sensitive soft keys: [Conf] [Trnsfer] [Audio] [More…]
Unlock	The Unlock context-sensitive soft key appears if you answer a call when the IP Deskphone is locked with a password protected screensaver.

Using your IP Deskphone

After you familiarize yourself with the IP Deskphone features, you can start to use the IP Deskphone.

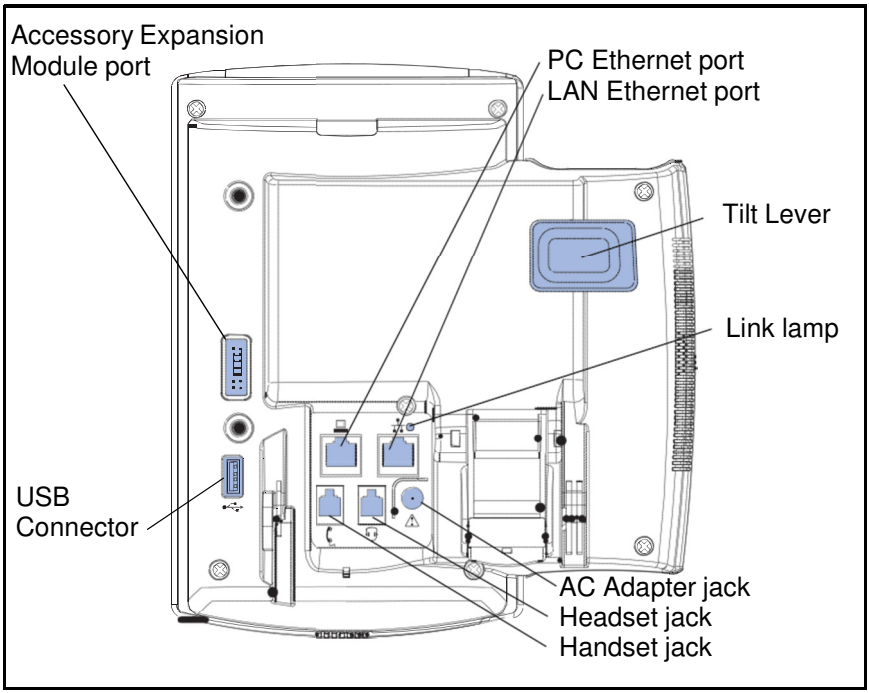
Before you begin

	CAUTION **Damage to Equipment** Do not plug your Avaya 1140E IP Deskphone into a regular telephone jack. This can result in severe damage to the IP Deskphone. Consult your system administrator to ensure that you plug your IP Deskphone into a 10/100/1000 BaseT Ethernet jack.

Connecting the components

Figure 7 shows the connections on the Avaya 1140E IP Deskphone.

Figure 7: IP Deskphone connections

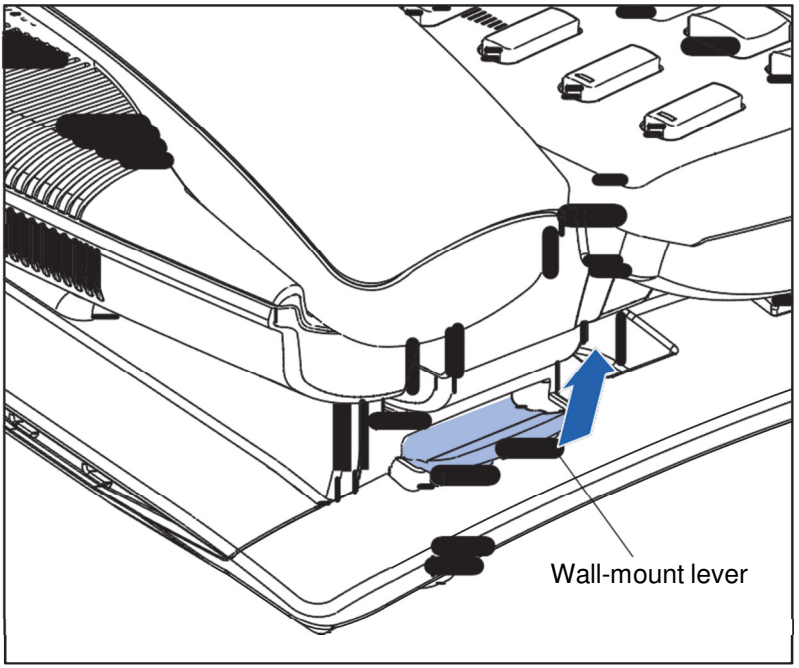


WARNING Ensure that the protective rubber cap on the Expansion Module port is in place when the port is not in use. Connection of anything other than the proper Expansion Module connector to this port can cause damage to the IP Deskphone.

Install your IP Deskphone by completing the following procedures in the order listed:

- "Removing the stand cover"
- "Connecting the AC power adapter (optional)"
- "Connecting the handset"
- "Connecting the headset (optional)"
- "Connecting the LAN ethernet cable"
- "Installing additional cables"
- "Wall-mounting the IP Deskphone (optional)"

Figure 8: Wall-mount lever

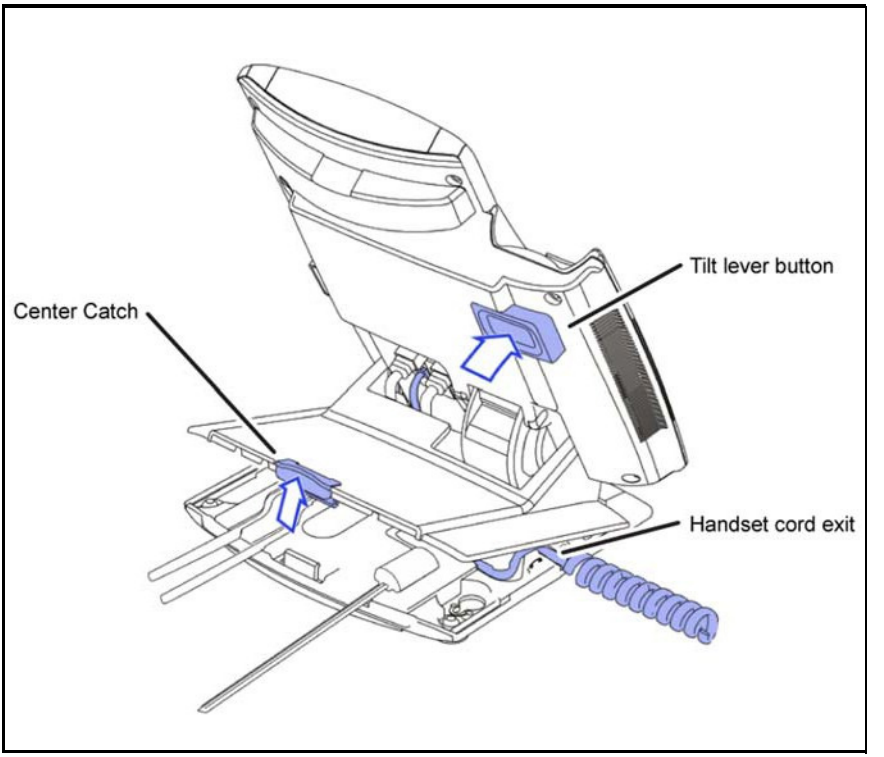


WARNING Your Avaya 1140E IP Deskphone is shipped with the base locked in position. To avoid damaging your IP Deskphone, press the wall-mount lever, located under the Handsfree key as indicated in the previous figure, to release the base and pull it away from the IP Deskphone.

Removing the stand cover

To access the cable routing tracks and attach cables, you must remove the stand cover. Pull upward on the center catch as indicated in the following figure, and remove the stand cover. The cable routing tracks are now accessible.

Figure 9: Remove the stand cover



Connecting the AC power adapter (optional)

Your 1140E IP Deskphone supports AC power or Power over Ethernet (PoE) options, including IEEE 802.3af standard power.

To use local AC power, use only the Avaya-approved Global Power Supply (NTYS17xxE6). You can order the Avaya-approved AC adapter separately.

WARNING
Use only the approved Avaya Global Power Supply with your 1120E IP Deskphone.

To use PoE, where power is delivered over the CAT5 cable, your connected LAN must support PoE. If you use PoE, you do not require an AC adapter.

WARNING
If you are connected to a PoE connection, do not use the AC power adapter.

To use gigabit Ethernet, you must connect to the LAN through CAT5e (or later) cables.

To connect the AC adapter to the AC adapter jack in the bottom of the IP Deskphone use the following procedure:

1. Form a small bend in the cable.
2. Thread the adapter cord through the channels in the stand.

Connecting the handset

Use the following procedure to connect the handset to the IP Deskphone.

1. Connect the end of the handset cable with a short straight section to the handset.
2. Connect the end of the handset cable with the long straight section, into the RJ-9 handset jack marked with the + symbol on the back of the IP Deskphone.
3. Form a small bend in the cable.
4. Thread the handset cord through the channels in the stand so that it exits behind the handset on the right side, using the handset cord exit in the stand base marked with the + symbol as shown in Figure 9

Connecting the headset (optional)

Perform the following procedure to connect the optional headset to the IP Deskphone.

1. On the back of the IP Deskphone, plug the headset connector into the RJ-9 headset jack marked with the ❩ symbol.
2. Thread the headset cord, along with the handset cord, through the channels in the stand so that the headset cord exits the channel marked with the ❩ symbol

Selecting the headset tuning parameter

You can select a headset from the following list of supported headsets.

- Type 1: Monaural and Binaural headset
  - Monaural headset: Plantronics Model number: H251N (Part number: 64338-01) with cable Model Number: A10 (Part Number: 66268-02)
  - Binaural headset: Plantronics Model number: H261N (Part number: 64339-01) with cable Model Number: A10 (Part Number: 66268-02)
- Type 2: Monaural and Binaural headset
  - Monaural headset: Plantronics Model number: HW251N (Part number: 75100-06) with cable Model Number: A10 (Part Number: 66268-02)
  - Binaural headset: Plantronics Model number: HW261N (Part number: 75101-06) with cable Model Number: A10 (Part Number: 66268-02)
- Type 3: Binaural headset
  - Binaural headset: GN Netcom Model number: GN 4800 (Part number: 48492-09)

After you select a headset, the corresponding tuning parameters are applied automatically.

Perform the following procedure to select a headset.

1. Press Prefs.
2. Select Audio.
3. Select Headset Type.

Connecting the LAN ethernet cable

Note: Your IP Deskphone supports both AC power and PoE options, including IEEE 802.3 standard power. To use local AC power, you can order the optional AC adapter separately. To use PoE, where power is delivered over the CAT5 cable, the LAN must support PoE, and you do not need an AC adapter.

To enable full functionality of your IP Deskphone, connect your IP Deskphone to your LAN using a CAT5e Ethernet cable. If your network is equipped with PoE, you can power your IP Deskphone through the LAN port.

To connect your IP Deskphone to your LAN use the following procedure:

1. Connect one end of the supplied Ethernet cable to the back of your IP Deskphone by using the RJ-45 connector marked with the % symbol.
2. Thread the network cable through the channel marked with the % symbol.
3. Connect the other end of the cable to your LAN Ethernet connection.

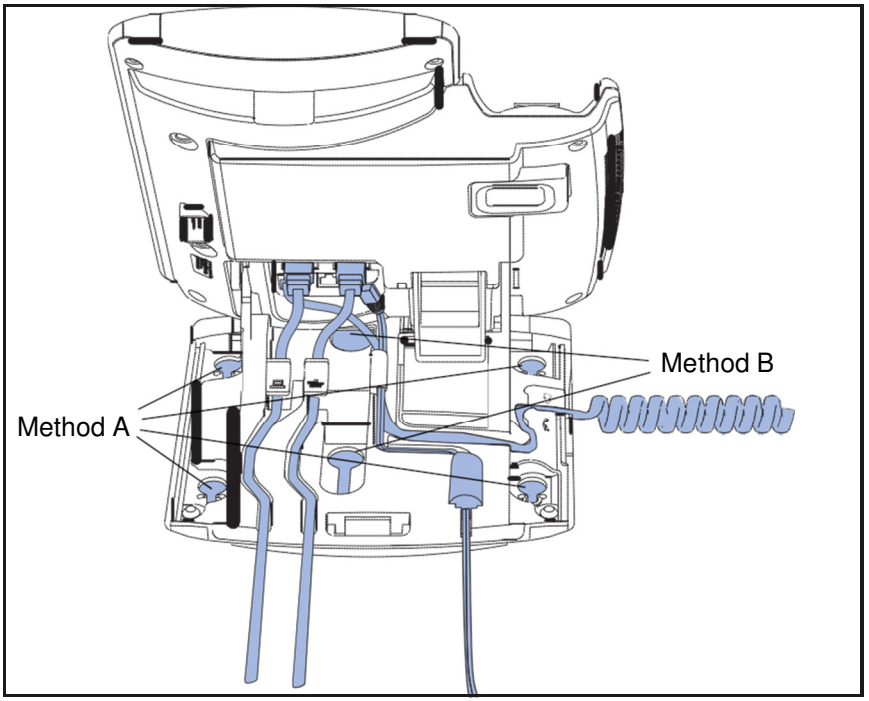
To connect your PC through your IP Deskphone use the following procedure:

1. Connect one end of the PC Ethernet cable to your IP Deskphone using the RJ-45 connector marked with the % symbol.
2. Thread the cable through the channel marked with the ☾ symbol.
3. Connect the other end of the cable to the LAN connector on the back of your PC.

Installing additional cables

If applicable, you can plug an optional USB device such as a USB mouse or a USB keyboard into your IP Deskphone. Connect the USB cable to the USB port on the back of the IP Deskphone.

Figure 10: Cable routing tracks and mounting holes



Wall-mounting the IP Deskphone (optional)

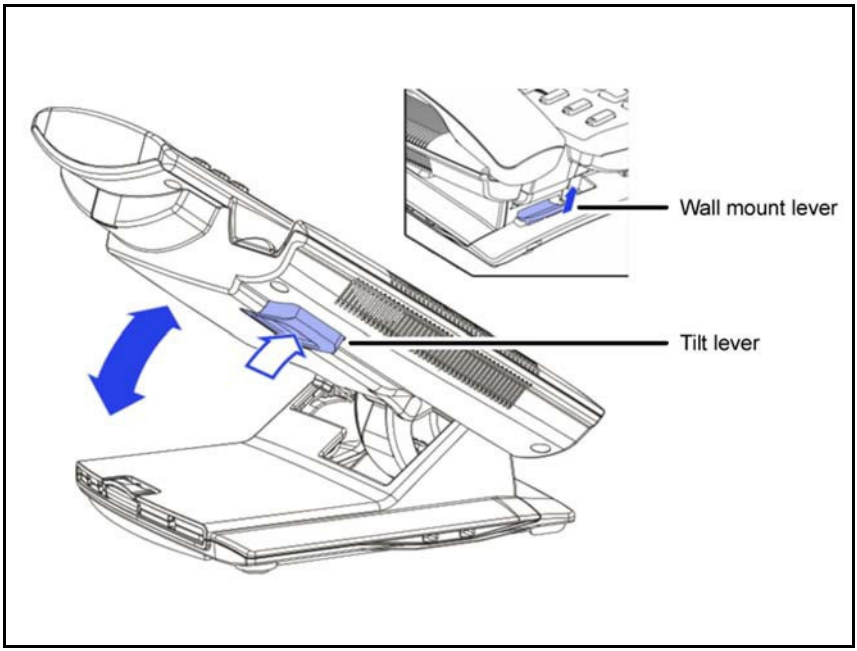
You can mount your Avaya 1140E IP Deskphone on a wall either by: (method A) using the mounting holes on the bottom of the IP Deskphone stand or (method B) using a traditional-style wall-mount box with an RJ-45 connector and 15 centimeter (cm) (6-inch) RJ-45 cord (not provided).

Complete steps 1-5, as needed, before you wall-mount your IP Deskphone:

Method A:

1. Press the wall-mount lever, and pull the IP Deskphone away from the stand, as shown in Figure 11.
2. Use the stand cover (the part you removed in "Removing the stand cover"), to mark the wall-mount holes by pressing the bottom of the stand cover firmly against the wall in the location where you wish to install the IP Deskphone. Four small pins on the bottom of the stand cover make marks on the wall.
3. Use the marks as a guideline for installing the wall-mount screws (not provided). Install the screws so that they protrude 3 millimeters (mm) (1/8 inch) from the wall.
4. Install the IP Deskphone stand mounting holes over the screw heads as indicated in Figure 10 (Method A). You need to remove the IP Deskphone from the wall to adjust the lower screws.
5. When the lower screws are snug, install the IP Deskphone on the mounting screws, and then tighten the top screws.

Figure 11: Rotate the IP Deskphone into the wall mount position.



Method B:

1. Attach the 15-cm (6-inch) CAT5e cable.
2. Position the stand over the mounting rivets, and slide the IP Deskphone down the wall so that the rivets fit into the slots on the stand, indicated in Figure 10 (Method B).
3. Replace the stand cover. Ensure that all cables are neatly routed and press the stand cover into place until you hear a click.
4. Put the IP Deskphone in the wall-mount position (optional). If you wall-mount your IP Deskphone, put it in the wall-mount position by holding the Tilt Lever and pressing the IP Deskphone towards the base until the IP Deskphone is parallel with the base. Release the Tilt Lever and continue to push the IP Deskphone towards the base until you hear an audible click. Ensure the IP Deskphone is securely locked in position.

Attention: To add an Expansion Module for Avaya 1100 Series IP Deskphones, see Expansion Module for Avaya 1100 Series IP Deskphones (SIP Firmware) User Guide (NN43110-301).

Entering text

You use can use combinations of the letters and numbers on the dialpad of your IP Deskphone to, for example, spell names or words in Instant Messages (IMs), enter SIP addresses, create Address Book entries, and to designate feature key labels.

To make a call, you can dial an alphanumeric SIP address; for example, jdoe2@domain.com.You can enter and edit text on your IP Deskphone using the following methods:

Note: Some service providers support only the use of a Directory Number (DN) such as 555-5555 to initiate a call to another IP Deskphone. Contact your system administrator or service provider to determine if alphanumeric dialing is supported. Alphanumeric dialing consists of string of text that contain letters and numbers that make up, for example, a SIP address.

You can use the following methods to enter and edit text on your IP Deskphone:

- “Entering text using the IP Deskphone dialpad”
- “Entering text using the USB keyboard”

Enteringtext using the IP Deskphone dialpad

For applications that offer text input, when you use the dialpad to enter text the system activates the abc/123 context-sensitive soft key.

You can toggle between numeric and alphabetic input as follows:

- When the context-sensitive soft key label is abc, you can enter alphabetic text.
- When the context-sensitive soft key label is 123, you can enter numbers.

Figure 12: Context-sensitive soft key abc/123

For example, if you want to enter the lower case letter a, press the abc/123 context-sensitive soft key to toggle to alphabetic input. Then press the number 2 key once. If you want to enter the upper case letter C, press the number 2 key six times. You can cycle through the letters (and the numeral) by pressing the number button repeatedly.

To create names or words that contain two adjacent letters that appear on the same button, for example, the word *press*, you can do the following:

1. To enter the first character, press the dialpad key 6.
2. Pause briefly.

- To enter the next letter, press the dialpad key 6 twice to cycle to the letter r.

When entering alphanumeric information, the **1** key on the dialpad represents the characters in Table 4. To enter a special character, press the dialpad number 1 to cycle through the characters until you reach the one you need. For example, to enter a question mark (?), press the number 1 key eight times.

Table 4: Alphanumeric characters for dialpad key 1 (Part 1 of 2)

Character	Name
@	at
.	period
-	dash
_	underscore
&	ampersand
‘	apostrophe
^	carat
?	question mark
!	exclamation point
(	left parentheses
)	right parentheses
,	comma
\	backslash
/	forward slash
:	colon

Table 4: Alphanumeric characters for dialpad key 1 (Part 2 of 2)

Character	Name
;	semi-colon
~	tilde
=	equal
+	plus
1	numeral 1

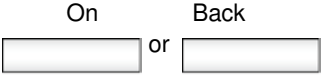
Note: No letters are associated with the 0 key.

Enabling and disabling the # Ends Dialing feature

You can enable the IP Deskphone to use the octothorpe (#) symbol to immediately dial the address or phone number.

To enable the # Ends Dialing feature:

1. Press the Prefs context-sensitive soft key, and then select Misc Options. Highlight # Ends Dialing and press the Change context-sensitive soft key.



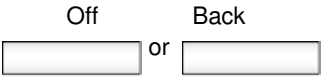
2. Choose one of the following:

— Press the On context-sensitive soft key to turn on # Ends Dialing.

— Press the Back context-sensitive soft key to keep existing configurations and return to the Preferences menu.

To disable the # Ends Dialing feature:

1. To turn off # Ends Dialing, press the Prefs context-sensitive soft key, and then select Misc Options. Highlight # Ends Dialing and press the Change context-sensitive soft key.



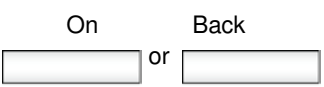
2. Choose one of the following:
   — Press the Off context-sensitive soft key to turn off # Ends Dialing.
   — Press the Back context-sensitive soft key to keep existing configurations and return to the Preferences menu.

Configuring the dialpad to alphanumeric dialing

To eliminate the need to press the abc/123 context-sensitive soft key when you enter text, you can set the IP Deskphone dialpad default to alphabetic mode.

To configure the dialpad to alphabetic mode as the default:

1. Press the Prefs context-sensitive soft key, and then select Misc Options. Highlight Alpha Dialing, and then press the Change context-sensitive soft key.



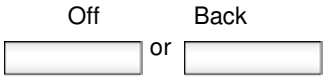
2. Choose one of the following:

— Press the On context-sensitive soft key to turn on alphanumeric dialing.

— Press the Back context- sensitive soft key to keep existing configurations and return to the Preferences menu.

To disable alphabetic mode and set numeric mode as the default:

1. Press the Prefs context-sensitive soft key, and then select Misc Options. Highlight Alpha Dialing, and then press the Change context-sensitive soft key.



2. Choose one of the following:
   - Press the Off context-sensitive soft key to turn on alphanumeric dialing.
   - Press the Back context-sensitive soft key to keep existing configurations and return to the Preferences menu.

Enteringtext using the USB keyboard

You can connect a USB keyboard to the USB port of your IP Deskphone to enter text and numbers, access some features, and duplicate some functions.

For example, to dial a directory number, you can use the keyboard number pad to enter digits and the asterisk (*) and octothorpe (#) characters and you can use the alphabetic keys to enter text.

Table 5 describes the associations between the USB keyboard function keys and the IP Deskphone fixed keys.

Table 5: USB keyboard functions (Part 1 of 2)

USB Keyboard Key	IP Deskphone Fixed Key
Esc	Quit
F1	Services
F2	Expand
F3	Inbox
F4	Outbox
F5	Address Book
F6	Copy
F7	Volume Down

Table 5: USB keyboard functions (Part 2 of 2)

USB Keyboard Key	IP Deskphone Fixed Key
F8	Volume Up
F9	Mute
F10	Hold
F11	Headset
F12	Handsfree
Break	Goodbye (Release)
Backspace	Left arrow of Navigation Cluster
Arrow Left	Left arrow of Navigation Cluster
Arrow Right	Right arrow of Navigation Cluster
Arrow Up	Up arrow of Navigation Cluster
Arrow Down	Down arrow of Navigation Cluster
Enter	Enter

Accessing the IP Deskphone

You require a log on ID and a password to log on to a server with your IP Deskphone.

Logging on

Whenever you log on to your IP Deskphone you must do the following:

- confirm your logon ID
- enter your password
- select the duration of this session

Release 2.2 supports admin password protection for login prompt that appears when you power up the IP Deskphone or after you log off.

Figure 13 shows the User Password protection for domains.

Figure 13: User login screen

When you log on to your IP Deskphone you must confirm your logon ID, enter your password, and select the duration of this session. However,

the first time you use your IP Deskphone, you need to complete some of the following procedures:

- "Automatic login"
- "Selecting a language"
- "Logging on to your Avaya 1140E IP Deskphone"
- "Configuring the duration of the login"
- "User Profile"

Note: The system automatically logs you back on after a power outage or firmware upgrade. The system administrator configures this feature on a network-wide basis.

Automatic login

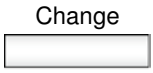
Before you first receive your IP Deskphone, your system administrator can configure your IP Deskphone with your user logon and password. If this is the case, after you plug in the IP Deskphone you can use it without further configuration.

Note: If the IP Deskphone is configured with automatic logon, you cannot use the log off function, and you need a password to access some features and functions. Contact your system administrator or service provider for further information.

Selecting a language

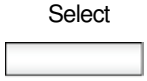
Your IP Deskphone has the capacity to operate using other languages, such as French. The system administrator can provision the IP Deskphone with up to five languages. If the IP Deskphone is provisioned with other languages, you can choose an available language during the login process by pressing the Lang context-sensitive soft key on the User Login page.

To change the language:



1. Choose one of the following:
   - Press the Change context-sensitive soft key to change the current language.
   - Press the Back context-sensitive soft key to keep existing language and return to the User Login screen.

2. Press the Up/Down navigation key to highlight the new language you want to use



3. Choose one of the following:
   - Press the Select context-sensitive soft key to change the language to the highlighted language from the list. The IP Deskphone returns to the User Login screen and uses the selected language.
   - Press the Back context-sensitive soft key to keep the existing language and return to the User Login screen

Logging on to your Avaya 1140E IP Deskphone

You need to log on to your Avaya 1140E IP Deskphone when you first install and restart your IP Deskphone and anytime you log off or reboot.

Note: When you log on to the IP Deskphone for the first time, the system prompts you for a location. For more information, see “Selecting a location”.

Note: The IP Deskphone retains the previous user logon ID, which appears after the ID prompt whenever the IP Deskphone reboots.

If Authentication is enabled by your system administrator, you can enter your authentication ID independent of your user ID. The authentication ID is used when the server challenges the IP Deskphone.

To logon to the Avaya 1140E IP Deskphone:

abc

1. Press the abc/123 context-sensitive soft key to toggle between alphabetic or numeric input.

2. Use the dialpad to enter your user ID login at the prompt.

Note: Use the left navigation key to backspace and remove a previous user ID.

Login

3. Press the Login context-sensitive soft key.

If Authentication is enabled by your system administration, you are presented with the Authentication ID screen. The authentication ID is autofilled with your user ID.

If Authentication is not enabled, a new screen appears and prompts you for your password.

abc

a. Press the abc/123 context-sensitive soft key to toggle between alphanumeric or numeric input.

b. Use the dialpad to enter your authentication ID login at the prompt.

c. Press the Login context-sensitive soft key.

Login

A new screen appears and prompts you for your user password.

4. Enter your password by using the dialpad.

   Note 1: When you enter your password, the last character entered appears. However, all previous characters are hidden.

   Note 2: When you enter your password and you use the navigation key to backspace, you erase all the characters and must completely reenter your password again.

Next

5. Press the Next context-sensitive soft key.

Cancel

Note: You can cancel the login process by pressing one of the following keys:

— Cancel

— Goodbye

— Quit

Configuring the duration of the login

After you enter your logon ID and password the Duration screen appears. You can enter the maximum length of time of the session. If you choose to use the default duration Permanent, you remain logged on to the IP Deskphone until you log off.

To configure the login duration:

Next

Timed

1. Choose one of the following:
   - Press the Next context-sensitive soft key to configure the logon duration to Permanent. A login confirmation screen appears.
   - Press the Timed context-sensitive soft key to open a screen to configure a maximum time to remain logged in.

   Note: If you press the Timed context-sensitive soft key, you must then configure the duration of the login.

Period

2. Press the Period context-sensitive soft key to toggle the logon duration entries between hours or days.

Next

Back

Cancel

3. Do one of the following:
   - Use the dialpad to enter the number of hours or days you want to remain logged on and press the Next context-sensitive soft key.
   - Press the Back context-sensitive soft key to return to the permanent logon screen.
   - Press the Cancel context-sensitive soft key to return to the first logon screen.

User Profile

Your User Profile contains your specific settings and data. You are prompted to create a User Profile the first time you log on to your Avaya 1140E IP Deskphone. If you delete your User Profile, the IP Deskphone reboots, and you must log on and create a new User Profile. When you log on to your IP Deskphone, your specific settings and data are automatically available for you.

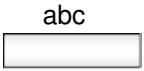
The information stored in your user profile includes:

- Independent volume adjustments for handset, headset, and handsfree
- Alerting Volume adjustment
- Idle Screen display text
- Voice Mail settings (number and mailbox ID)
- User location (from a server-provided list)
- Time, Date, and Zone format settings
- Call Subjects
- Call Decline reasons
- Instant Messaging settings and Instant Message Inbox/Outbox
- Default dialing (alpha/numeric)
- Call Ignore action (local/network)
- Search method (Name, First character, Index)
- User Presence selection
- Dialing pattern default (alpha/numeric)
- Address Book entries
- Call Inbox and Call Outbox entries
- Programmable keys configuration
- # Ends dialing configuration

Logging off from the IP Deskphone

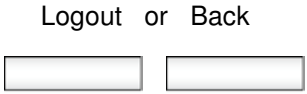
To log off from the IP Deskphone:

1. Press the Services fixed key, and then select Logout from the menu.



2. Press the abc/123 context-sensitive soft key to toggle between alphabetic or numeric input.

3. Use the dialpad to enter your password at the prompt.



4. Choose one of the following:
   - Press the Logout context-sensitive soft key to complete the logout process. The IP Deskphone returns to the User Login screen.
   - Press the Back context-sensitive soft key to remain logged on and return to the Services menu.

Configuring the Avaya 1140E IP Deskphone

You can adjust a few settings of the Avaya 1140E IP Deskphone to conform to the environment where you want to use the phone. These settings are saved to your User Profile. This chapter describes some of the settings that you can customize on your IP Deskphone.

- "Adjusting the display screen contrast"
- "Creating the idle screen text display"
- "Configuring the Backlight"
- "Configuring Menu Auto back-out"
- "Selecting a ring pattern"
- "Adjusting the volume"
- "Selecting a language"
- "Selecting the date and time format"
- "USB headset"

Adjusting the display screen contrast

Note: Adjusting the display screen contrast of the IP Deskphone also adjusts the Expansion Module contrast, if you have an Expansion Module connected to your IP Deskphone.

To adjust the display screen contrast:

1. Press the Prefs context-sensitive soft key, select Display, Display Settings and then select Contrast

2. Press the Left/Right navigation key to increase or decrease the display contrast level.

3. Choose one of the following:
   - Press the Apply context-sensitive soft key to save the changes and return to the Display menu.
   - Press the Cancel context-sensitive soft key to keep the existing configurations and return to the Display menu.

Creating the idle screen text display

You can create a text to display on the screen, while the phone is idle.

To create the idle screen display text:

Prefs

1. Press the Prefs context-sensitive soft key, select Display, and select Idle Screen Text Display.

abc

2. Press the abc/123 context-sensitive soft key to toggle between alphabetic or numeric input.

3. Use the dialpad to enter the display text you want to appear on the idle screen display of the IP Deskphone.

Save or Back

4. Choose one of the following:

   — Press the Save context-sensitive soft key to save the idle screen text display.

   — Press the Back context-sensitive soft key to keep the existing screen display text and return to the Display menu.

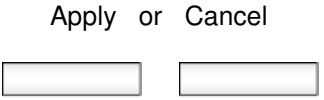
Configuring the Backlight

Note: Configuring the length of time the LCD screen remains backlit on the IP Deskphone also adjusts the Expansion Module backlight time if you have an Expansion Module connected to your IP Deskphone.

To configure the amount of time the LCD screen remains backlit:

1. Press the Prefs context-sensitive soft key, select Display, Display Settings and then select Backlight from the menu.

2. Press the Left/Right navigation key to increase or decrease the length of time you want the idle screen to remain backlit.



3. Choose one of the following:

   — Press the Apply context-sensitive soft key to configure the length of time for the phone to remain backlit and return to the Display menu.

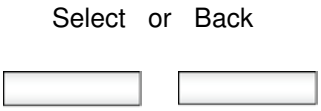
   — Press the Cancel context-sensitive soft key to keep the existing configurations and return to the Display menu.

Configuring Menu Auto back-out

You can use the Menu Auto back-out feature to configure the time interval required for the IP Deskphone to go back to the idle screen when the IP Deskphone is left inactive.

To configure Menu Auto back-out:

1. Press the Prefs context-sensitive soft key, choose Display, and then Menu Auto back-out.

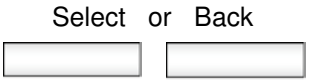


2. Choose one of the following:
   - Press the Select context-sensitive soft key.
   - Press the Back context-sensitive soft key to return to the previous menu.

3. Press the Up/Down navigation key to scroll through the screen and choose the required time interval.

   Choose one of the following values:
   - Never
   - 10 min
   - 5 min
   - 2 min
   - 1 min
   - 30 sec
   - 15 sec

   Note: The Never option turns off Menu Auto back-out.



4. Choose one of the following:
   - Press the Select context-sensitive soft key to configure the Auto back- out time to the selected (highlighted) value and return to the Display menu.
   - Press the Back context-sensitive soft key to dismiss the Auto back-out time menu and return to the Display menu.

Note: When you enter the Auto back-out menu, the current configuration for the Menu Auto back-out time is pre-selected (highlighted) on the list.

When you press the Select context-sensitive soft key, the time interval is flagged to commit to the configured preferences (done after the idle screen is displayed), and is used for menu auto back-outs from that point forward.

Selecting a ring pattern

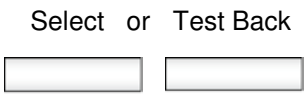
You can use the ring pattern feature to select the ring pattern for an incoming call.

To select the ring pattern for an incoming call:

1. Press the Prefs context-sensitive soft key, select Audio, select Tones, and then select Ring Pattern.

2. Press the Up/Down navigation key to scroll through and highlight the different ring patterns displayed on the LCD screen.

3. Choose one of the following:



- Press the Select context-sensitive soft key to configure the ring pattern and return to the Tones menu.
- Press the Test context-sensitive soft key to briefly play the selected ring pattern.
- Press the Back context-sensitive soft key to keep the existing configurations and return to the previous menu.

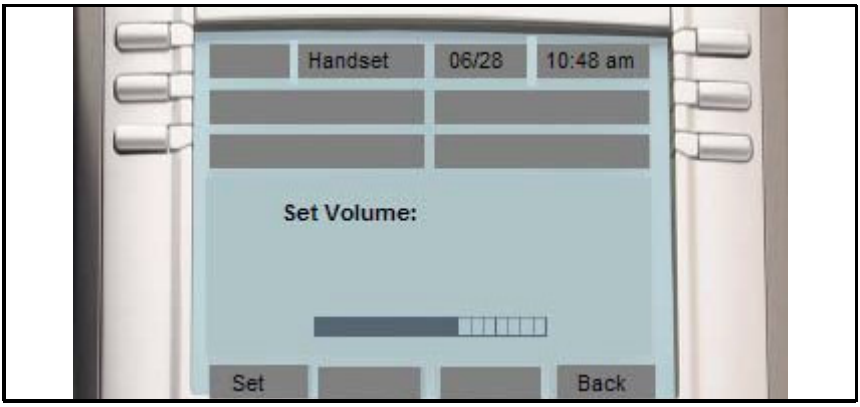
Adjusting the volume

You can adjust the volume of the IP Deskphone for the following:

- Ring Volume
- Handset Volume
- Headset Volume
- Handsfree Volume
- Paging Ring Volume

A sliding scale appears on the LCD screen display when you adjust the volume. Figure 14 shows how to adjust the volume.

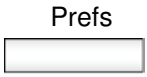
Figure 14: Adjusting the volume



Adjusting the ring volume

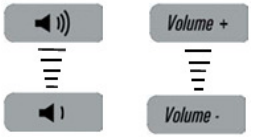
You can adjust the ring volume for an incoming call.

To adjust the ring volume for an incoming call:



1. Press the Prefs context-sensitive soft key, select Audio, select Tones, and then select Alerting Volume.

2. To adjust the ring volume of an incoming call do one of the following:
   - Press the Left/Right navigation key.
   - Press the Volume fixed keys to increase or decrease the volume.

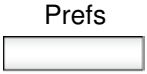


3. Choose one of the following:
   - Press the Set context-sensitive soft key to configure the selected volume and return to the Tones menu.
   - Press the Back context-sensitive soft key to keep the existing configurations and return to the Tones menu.

Adjusting the volume of the Handset, headset, and Handsfree mode

You can adjust the volume for the handset, headset, and the handsfree speaker of the IP Deskphone.

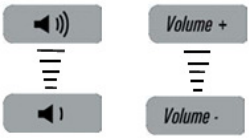
To adjust the volume of the handset:



1. Press the Prefs context-sensitive soft key, select Audio, select Voice, and then select Handset.

2. To adjust the handset volume use one of the following methods:

— Press the Left/Right navigation key to increase or decrease the volume of the handset.



— Press the Volume + fixed key to increase the handset volume or press the Volume - fixed key to decrease the handset volume.

Note: To adjust the volume during a call, use only the Volume + and Volume - fixed keys.

3. Choose one of the following:

— Press the Set context-sensitive soft key to configure the selected volume and return to the Voice menu.

— Press the Back context-sensitive soft key to keep existing configurations and return to the Voice menu.

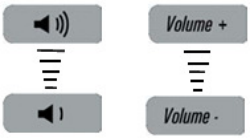
You can adjust the headset volume on the IP Deskphone.

To adjust the headset volume:

1. Press the Prefs context-sensitive soft key, select Audio, select Voice, and then select Headset.

2. To adjust the handset volume use one of the following methods:

— Press the Left/Right navigation key to increase or decrease the volume of the handset.



— Press the Volume + fixed key to increase the handset volume or press the Volume - fixed key to decrease the handset volume.

Note: To adjust the volume during a call, use only the Volume + and Volume - fixed keys.

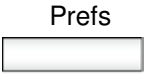
3. Choose one of the following:

— Press the Set context-sensitive soft key to set the selected volume and return to the Voice menu.

— Press the Back context-sensitive soft key to keep the existing configurations and return to the Voice menu.

You can adjust the handsfree mode volume on the IP Deskphone.

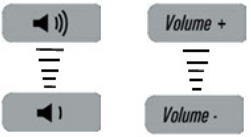
To adjust the handsfree mode volume:



1. Press the Prefs context-sensitive soft key, select Audio, select Voice, and then select Handsfree.

2. To adjust the handsfree volume use one of the following methods:

— Press the Left/Right navigation key to increase or decrease the volume of the handset.



— Press the Volume + fixed key to increase the handset volume or press the Volume - fixed key to decrease the handset volume.

Note: To adjust the volume during a call, use only the Volume + and Volume - fixed keys.

3. Choose one of the following:

— Press the Set context-sensitive soft key to configure the selected volume and return to the Voice menu.

— Press the Back context-sensitive soft key to keep the existing configurations and return to the Voice menu.

Selecting a language

The display is available in multiple languages. A maximum of five languages are accessible through the IP Deskphone. The system administrator determines which languages are available for your IP Deskphone.

To select a language:

Prefs

1. Press the Prefs context-sensitive soft key, and then select Language. The current language displays.

Change

2. Press the Change context-sensitive soft key to change the language.

3. Press the Up/Down navigation key to scroll and highlight the desired language (for example, German [Deutsche]).

Select or Back

4. Choose one of the following:

   — Press the Select context-sensitive soft key to save the desired language and return to the previous screen.

   — Press the Back context-sensitive soft key to keep the existing configurations and return to the Preferences menu.

Selecting the date and time format

Several date and time formats are available. Formats are based on the 12-hour and 24-hour clocks.

To select a date format:

Prefs

1. Press the Prefs context-sensitive soft key, select Misc Options, and then select Time.

Change

2. Press the Change context-sensitive soft key.

3. Press the Up/Down navigation key to highlight Date Format in the menu.

Change

4. Press the Change context-sensitive soft key to change the Date Format.

5. Press the Up/Down navigation key to scroll and highlight either a month/day (MM/DD) or a day/month (DD/MM) format.

Select or Back

6. Choose one of the following:
   - Press the Select context-sensitive soft key to save the format and return to the Time Format menu.
   - Press the Back context-sensitive soft key to keep the existing configurations and return to the Time Format menu.

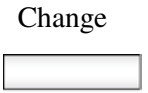
You can select a time zone for your IP Deskphone.

To select a time zone:

1. Press the Prefs context-sensitive soft key, select Misc Options, and then select Time.

2. Press the Change context-sensitive soft key.

3. Press the Up/Down navigation key to highlight Timezone in the menu.



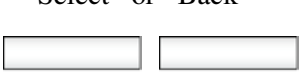
4. Press the Change context-sensitive soft key to change the Date Format.

5. Press the Up/Down navigation key to scroll through and highlight the time zones.

   Note: Time zones are listed based on GMT format, for example:

   — GMT -11:00 Samoa

   — GMT -10:00 Hawaii



6. Choose one of the following:

   — Press the Select context-sensitive soft key to save the time zone selection and return to the Time Format menu.

   — Press the Back context-sensitive soft key to keep the existing configurations and return to the Time Format menu.

You can select the time zone format for your IP Deskphone.

To select a time format:

Prefs

1. Press the Prefs context-sensitive soft key, select Misc Options, and then select Time.

Change

2. Press the Change context-sensitive soft key.

3. Press the Up/Down navigation key to highlight Time Format in the menu.

Change

4. Press the Change context-sensitive soft key change the date format.

5. Press the Up/Down navigation key to scroll and highlight a time format:
   - 12-hour
   - 24-hour
   - French

Select or Back

6. Choose one of the following:
   - Press the Select context-sensitive soft key to save the time format and return to the Time Format menu.
   - Press the Back context-sensitive soft key to keep the existing configurations and return to the Time Format menu.